

Free Time Kids Playcare, Inc.

## Family Handbook



Fun Time For Kids...Free Time For Parents!

FTKP-Mishawaka  
235 W. University Dr.  
Mishawaka, Indiana 46545  
(574) 204.2677

Welcome to Free Time Kids Playcare!

All of us at Free Time Kids Playcare are excited you're here! Your children will be provided with an enjoyable and enriching experience where they'll be allowed to be creative and imaginative through fun exploration. We understand the uniqueness each child brings, so FTKP promotes each individual's physical, cognitive, and social-emotional development; all the while, providing a safe and clean environment.

And parents, we're here for you! FTKP is an hourly, drop-in childcare for you to utilize as you see fit. We have extended weekday and weekend hours, with affordable hourly prices for your convenience and NO enrollment fees! So parents, let the kids enjoy their fun time while you enjoy your Free Time!

To learn more about our unique approach, please read the Introduction to our Philosophy section of this handbook. Thank you for your interest in Free Time Kids Playcare, and welcome to our family!

Sincerely,

*Denise L.D. Cunningham*

Denise L.D. Cunningham, President  
Free Time Kids Playcare, Inc.

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This handbook is intended to provide you with Free Time Kids Playcare, Inc.’s policies and procedures and may be updated without notice at any time. An electronic copy will be published on our website at [freetimekidsplaycare.com](http://freetimekidsplaycare.com).

## **MISSION STATEMENT**

Free Time Kids Playcare understands the hectic lives of today's families and that is why our mission is to allow parents the free time they deserve and the fun time their children want, by providing an innovative environment that encourages learning through fun exploration.

## **INTRODUCTION TO OUR PHILOSOPHY**

Free Time Kids Playcare is dedicated to providing high customer satisfaction by rendering excellent service, high quality drop-in childcare to children 6 months to 12 years of age. We provide a safe, clean, fun environment for parents to bring their children to when they need their free time. We maintain a friendly, creative work environment that respects diversity, ideas and hard work, while promoting proper development in children.

Our approach is unique to the traditional childcare. There are no enrollment fees to begin using our services, after the one hour minimum stay, we charge every 15 minutes, and walk-ins are welcomed. **We do encourage and recommend parents to call ahead for children ages 6 to 18 months** to assure the proper staff to child ratio can be met. We also have extended weekday and weekend hours for your convenience as well.

Safety is our priority, and that is why we designed our facility around this. We have cameras throughout the facility with monitors in the office, our play area is locked to only allow access to authorized persons, we have a strict drop-off and pick-up policy for every child and our staff participates in routine trainings for emergency situations. To read more about our safety and security, please refer to the Drop Off and Pick Up Guidelines, Health and Safety, and Emergency Procedures section within this handbook.

Free Time Kids Playcare provides childcare on a non-routine basis therefore we are not a licensed facility. To get the facts about licensed versus unlicensed childcare facilities, please see the State Guidelines section of this handbook for more details. Please be assured that FTKP holds SAFETY as an **utmost** priority. Our management staff is available to answer any questions or concerns; please feel free to contact any one of us during our business hours. The management information is available in the General Center Information section of this handbook and again, please read our sections pertaining to our safety guidelines.

As parents ourselves, the management and staff at Free Time Kids Playcare understands the needs of other parents and that is why we developed our program. A few examples of when our drop-in service can be utilized:

- |                                   |                                   |                     |                 |
|-----------------------------------|-----------------------------------|---------------------|-----------------|
| -Medical/Dental appointments      | -Shopping; grocery and/or leisure | -Volunteer work     | -Luncheons      |
| -School events for older siblings | -Parents evening out              | -Leisure activities | -Home projects  |
| -Car shopping                     | -House hunting                    | -Personal errands   | -Time to RELAX! |

## **GENERAL CENTER INFORMATION**

Free Time Kids Playcare, Inc.  
235 W. University Dr.  
Mishawaka, Indiana 46545

## **ADMINISTRATION**

CEO, Director: Denise Cunningham  
[dcunningham@freetimekidsplaycare.com](mailto:dcunningham@freetimekidsplaycare.com)

Administrative Director: April  
[achabes@freetimekidsplaycare.com](mailto:achabes@freetimekidsplaycare.com)

## **SOCIAL MEDIA**

Blog & Newsletter: [www.freetimekidsplaycare.com](http://www.freetimekidsplaycare.com)  
Facebook: Free Time Kids Playcare  
Twitter: FreeTimeKids1

## SERVICES

Free Time Kids Playcare offers drop-in childcare services to Mishawaka, Indiana and its surrounding areas. We care for children from six months to twelve years of age. Advance notice is only recommended for children between 6 and 18 months. .

## HOURS OF OPERATION

Please refer to our website or Facebook page for information

The facility is closed for the following Holidays:

New Year's Day\*                      Independence Day                      Thanksgiving Day\*                      Christmas Day

**\*However, we may have All Night events for New Year's Eve into New Year's Day and Thanksgiving Night into Black Friday.**

## WEATHER RELATED CLOSINGS

It is our intention that Free Time Kids Playcare will remain open during severe weather. If the Director determines the weather is too severe and unsafe to drive in, it may be appropriate to close the facility early or cancel for the following day.

If this occurs, families of children currently in our care will be contacted & informed of the decision. This will allow children to be picked up within a reasonable time. Our [Facebook Page](#) and an Email will be updated with the weather related closings.

## RATIOS

Free Time Kids Playcare will maintain the following staff-to-child ratios:

Infants	1 staff to 4 children
Toddlers	1 staff to 5 children
Two ½	1 staff to 7 children
Three Year Olds	1 staff to 10 children
Four Year Olds	1 staff to 12 children
Five Year Olds to Twelve Year Olds	1 staff to 15 children

## STATE GUIDELINES

Free Time Kids Playcare is a legally licensed-exempt facility, as we provide non-routine, short-term care for children. We have listed some of the licensed guidelines FTKP follows.

### Staff to Child Ratios:

State: Infants – 1:4 Toddlers – 1:5 Twos – 1:5 Two ½ - 1:7 Threes – 1:10 Fours – 1:12 Five and up – 1:15

FTKP: FTKP follows this guideline and has staff on-call to assure ratios are kept.

### Annual Inspection:

State: Food, sanitation, health, program, safety and fire inspections must be conducted annually.

FTKP: As your children's health and safety is our number one concern, FTKP takes precautionary steps for medical and emergency situations; please see the Medical and Emergency Procedures sections of this handbook for details.

### Health Requirements:

State: Approved written health policies, health exams for children and staff, immunization records, drug tests, and annual negative TB test for staff.

FTKP: FTKP abides by this guideline as follows: Written health policies are located on site; a physician's exam form, along with immunization records and negative TB tests for all full-time staff will be kept on file at FTKP; all staff are required to pass drug-test screenings, criminal background checks and an extensive pre-employment screening; all children are required to be up-to-date with their immunizations on their 1<sup>st</sup> visit and provide us with a copy of this record within 30 days. Please note: some of these guidelines may not pertain to our high-school helpers.

### Staff Requirements:

- State: Universal precautions, first aid, 12 hours of in-service training annually, and at least one person with appropriate CPR course completion on-site.
- FTKP: At minimum, FTKP requires all full-time FTKP staff to be certified in adult and pediatric first aid and CPR, complete universal precautions trainings, and have at least 12 hours of in-service training. We always have at least one staff that is CPR certified on site. Please note: some of these guidelines may not pertain to our high-school helpers.

### Square Footage Requirements:

- State: 35 square feet per child and 50 square feet per infant (indoor) must be provided.
- FTKP: Due to the nature of our business, we will not know how many children will need our service at any given time. We have picked a facility that is large enough for our expectations and as our business grows, we will expand into a larger facility to provide the same ample space.

### Curriculum and Programming:

- State: A licensed facility must provide a developmentally appropriate program planned and carried out that takes into account the level of physical, social, emotional, and intellectual development of a child.
- FTKP: FTKP has planned curriculums for each developmental age group that staff try to adhere to. Our curriculums have been developed with your children in mind. We have created fun and exciting activities that will not only bring excitement to your children, but will intellectually invigorate them as well. Due to the nature of our business, our daily schedule and activity listing is used as a guideline only.

We know how important providing a safe environment for your children is your number one priority. We take every effort to abide by the guidelines set for licensed facilities, as the safety of your children is just as important to us as well. If you have any questions or concerns, please feel free to contact one of our management staff during our business hours. The contact information is listed within the General Center Information section of this handbook.

State guideline information obtained from the IACCRR's "ABC's of a Child Care Business" manual, revised 2010 and from the following <http://www.in.gov/fssa/files/Rule4.7.pdf>. Information in the FTKP Family Handbook isn't updated regularly; however, if a state policy changes FTKP will make every effort to incorporate that change in its policies.

### **FEE POLICIES**

Our current Rate Schedule can be found on our website. All fees are due upon the pickup of your child. We accept cash, check, debit card, Visa, MasterCard, and Discover.

### **INSUFFICIENT FUNDS / RETURNED CHECKS**

All checks rejected as insufficient funds will be charged a \$35 fee; in addition to your bank's fee.

### **LATE FEES**

A late fee will be assessed if the child is picked up more than 5 minutes after our closing time. There is no late fee for the first 5 minutes. After that, \$1 per minute will be charged. This charge will accrue until the actual pick up is established. All fees are due upon pickup.

### **REGISTRATION GUIDE**

Enrolling with FTKP is simple and FREE! Simply fill out the Registration Form and provide us with a copy of your child's most recent immunization record, showing they are current, and you're on your way to enjoying your FREE TIME!

## **DROP OFF AND PICK UP GUIDELINES**

### **DROP OFF:**

Upon arrival, guardians are required to enter the facility with their child. They must stop at the Reception Desk to complete the Registration Form or bring a completed form downloaded from our website.

### **PICK UP:**

The individual that arrives to pick up your child must be listed as an authorized person on the Registration Form. That person must have a valid Driver's License or State-issued Identification Card with them. A copy will be made & kept in the child's file. A late fee will be assessed if the child is picked up more than 5 minutes after our closing time. There is no late fee for the first 5 minutes. After that, \$1 per minute will be charged. This charge will accrue until the actual pick up is established. All fees are due upon pickup.

If a child is not picked up by 15 minutes after our closing time we will begin to call the main guardian listed on the Registration Form. If that person is not reachable, we will contact Guardian #2 and those listed as emergency contacts, until one has been reached. If the staff at Free Time Kids Playcare is still not able to reach a guardian or an emergency contact after 30 minutes past closing time, we will contact the local authorities.

If a staff member of FTKP suspects a person is intoxicated upon arrival for pick up, we will ask to see a designated driver. If a designated driver isn't present, we will go through the contacts given on the Registration Form until someone is reached. If we are unable to reach anyone, we are required to let the child go with that individual, however, it is our policy to contact the local authorities immediately following the situation. Our goal is to ensure the child returns back home safely.

## **CONFIDENTIALITY**

Personal information of families and staff will not be shared without prior written consent of the individual and/or guardian. Pictures will only be taken for marketing purposes and will not be used unless we have received a signed agreement from the guardian.

## **CURRICULUM**

Free Time Kids Playcare's management works cooperatively in creating an activity schedule and plan that incorporates a balance between active and quiet times, along with group and individual activities. Due to the nature of our business, we use the daily activity as a guideline only. Please see our website, [www.freetimekidsplaycare.com](http://www.freetimekidsplaycare.com) for the schedule.

## **MEALS AND SNACKS**

Free Time Kids Playcare will provide snacks for late morning, late afternoon and evening. Please check the Website for these times. Meals can be purchased for breakfast, lunch and dinner or you may provide your child with an already prepared meal. **PLEASE NOTE:** FTKP is a PEANUT FREE facility\* so please do not pack peanut products in your child's lunch. If your child's meal should be kept cold, please keep it contained in a storage container with an ice pack. Please check our menu options on our website [www.freetimekidsplaycare.com](http://www.freetimekidsplaycare.com) or ask for one when you arrive.

**IMPORTANT:** In consideration for those children with peanut allergies, please DO NOT bring in PEANUT PRODUCTS. If you have any questions or concerns regarding this, please feel free to ask the management. Thank you for your cooperation!

\*Although FTKP makes every effort to limit the exposure of peanuts in our facility, we cannot always guarantee it will be a peanut free zone.

## **HOME AND CENTER PARTNERSHIP**

### **INFANT DAILY SHEETS**

All infants will have an Infant Daily Sheet completed by a Free Time Kids Playcare staff during each visit. This sheet will provide the family with information regarding feedings, naps, activities & diapering.

### QUESTIONS / CONCERNS / SURVEYS

All Questions & Concerns should be brought to the attention of Free Time Kids Playcare staff. Families are encouraged to send suggestions or concerns on the services we provide. This should include services you'd like us to provide, areas we are excelling at & areas you believe we should improve upon. These suggestions can be emailed to the Director at [dcunningham@freetimekidsplaycare.com](mailto:dcunningham@freetimekidsplaycare.com).

### HEALTH AND SAFETY POLICIES AND PROCEDURES

#### ILLNESS

For the safety of all children at FTKP, it is our policy to not accept any child that is experiencing the following: fever or vomiting within the past 24 hours, sore throat, rash, diarrhea or pink eye. If your child develops these symptoms during our care, they will be separated from the other children and the guardian will be contacted with the expectation that the child is to be picked up in a timely manner.

If your child has come down with a communicable disease and was recently in our care, please notify the center immediately so the appropriate steps can be taken. Your assistance in keeping our facility healthy is appreciated!

#### MEDICATIONS

Members of Free Time Kids Playcare's staff are unable to administer any medications, including over-the-counter. We will however, possibly administer medications used in life-threatening emergencies, to include, inhalers or EpiPens, *if* the medication is supplied to us. Please note, we will *only* administer based on our discretion and only authorized, trained, personnel can administer these medications. Please inform our staff when your child is on medication so we may keep accurate information on file. You will need to fill out a Medication Authorization Form that we will keep in your file. If you have any questions or concerns regarding this policy, please ask.

#### INCIDENT REPORTS

All accidents and incidents that occur will be documented by a staff member using an Incident Report that will be given to the guardian upon pickup. Staff members have been trained in first aid and will attend to minor incidents as deemed appropriate. When the incident is more serious in nature, the guardian will be contacted immediately. Please see the Medical Emergencies section of this handbook for further details.

#### PHYSICAL AND IMMUNIZATION REQUIREMENTS

Please complete the Registration Form answering if your child is restricted to certain activities; FTKP will do our best to follow those guidelines.

For the safety of others, FTKP requires all children to be up-to-date on their immunizations prior to using our services. Please bring in a copy of the most current immunization record or have your doctor fax (574-204-2677- same as our office #) or email it to us at [info@freetimekidsplaycare.com](mailto:info@freetimekidsplaycare.com). If you are unable to retrieve this information prior to your child's first visit, your child will still be accepted only if the following are complete:

- A signed Registration form with the Immunization section completed
- A signed Immunization Agreement form stating that you will provide to us a copy of this information within 30 days; otherwise your child will not be accepted until received.

All forms must be updated and it is the guardian's responsibility to do so. I know providing this documentation to us may be an inconvenience to you as parents however, your children's health and safety is our number one priority.



## **EMERGENCY PROCEDURES**

### MEDICAL EMERGENCIES

Guardians are to complete the Registration Form upon initial enrollment and update as information changes. In the event of serious injury, the completion of this form allows Free Time Kids Playcare staff members to seek emergency medical and/or dental care from medical providers.

If a child becomes injured or ill during our care, a staff member will attempt to contact the guardian. If the guardian cannot be reached, the individuals listed as authorized pick-ups will then be attempted.

If the child requires immediate medical attention, a staff member will remain with the injured child while someone else is to call 911. The guardian or alternate contacts, which ever we can reach first, will then be notified. If the guardian or alternate contact has not arrived prior to the paramedics transporting the child, we will allow the child to be transported to the hospital by ambulance. In this event, a staff member will accompany the child to the hospital and take the child's medical records we have on file.

### FIRE, TORNADO, OR OTHER EMERGENCY SITUATIONS

Fire guidelines and tornado warning procedures are posted throughout the building. Fire and tornado drills are conducted routinely and those authorized children at the center during that time will participate. We will NOT be exiting the building however.

In the event of a fire or other evacuation emergency, including bomb threats, the children and direct care staff will immediately leave the building and meet in the Times Square parking lot. In the event of a tornado, we have a designated area to seek shelter until the emergency is over. Guardians will be called following an emergency situation.

For everyone's safety, we do ask that guardians refrain from picking up your child during an emergency situation.

### SEVERE WINTER WEATHER

The Director or another management staff will monitor the weather and view the local news stations throughout the day to determine if the center will close early or cancel care for the following day. If this happens, staff members will contact the parents of the children currently in our care to inform them of the early closure.

We will always have closing updates on our [Facebook Page](#) and notification will be sent via email.

Please note: Free Time Kids Playcare does NOT necessarily follow the school inclement weather closings and may still be open during these times.